

2026-2027

Dental Assisting Handbook

Technical Diploma



January 2026 Edition

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Introduction

Students will be held responsible for information contained in this handbook. It is the student's responsibility to keep this handbook for the entirety of the dental assisting program.

The student is directed to reference each course syllabus for specific academic information, direction, and requirements. In the event that a process or responsibility in the dental assisting handbook differs from the college's process or responsibility, the dental assisting student handbook will be followed. Faculty may modify policies, given sufficient cause. These policies are intended to be current but are subject to change.

The most current edition of the handbook is available on the Lakeshore College website:

<http://lakeshore.edu>

Lakeshore College Mission and Vision Statements

Mission:

Transform individuals to strengthen our communities through innovative and accessible learning.

Vision:

The community's driver for individual, social, cultural, and economic vitality.

Dental Assistant Professional Code

1. The dental assistant has a duty to respect each patient's individuality, humanity and autonomy in decision making.
2. The dental assistant has a duty to treat people fairly.
3. The dental assistant has a duty to communicate truthfully.
4. The dental assistant has a duty to refrain from harming any patient.
5. The dental assistant has a duty to promote each patient's welfare.
6. The dental assistant has a duty to protect the health and well-being of colleagues.
7. The dental assistant has a duty to respect each patient's right to confidentiality.
8. The dental assistant has a duty to know the law, to act within the law, and to report to the proper authorities those who fail to do so.

American Dental Assistants Association Principles of Ethics

Each individual involved in the practice of dentistry assumes the obligation of maintaining and enriching the profession. Each member may choose to meet this obligation according to the dictates of personal conscience based on the needs of the human beings the profession of dentistry is committed to serve.

The spirit of the Golden Rule is the basic guiding principle of this concept. The member must strive to at all times maintain confidentiality, and exhibit respect for the dentist/employer. The member shall refrain from performing any professional service which is prohibited by state law and has the obligation to prove competence prior to providing services to any patient. The members shall constantly strive to upgrade and expand technical skills for the benefit of the employer and the consumer public. The member should additionally seek to sustain and improve the Local Organization, State Association, and the American Dental Assistants Association by active participation and personal commitment.

Admission

Entrance Options

The Dental Assistant program can be completed in one semester on a full-time basis, or students may elect to complete the program in two semesters on a part-time basis. Students who elect to complete the program in one semester are especially encouraged to reduce employment to a minimum to allow for theory and clinical requirements.

CPR Certification

Students are responsible for maintaining current Basic Life Support (BLS) American Heart CPR certification designed FOR HEALTHCARE PROVIDERS with AED training. Check carefully that the class offering is designed for healthcare providers rather than for community learners which would be called Heartsaver. CPR classes that are fully online are not acceptable; demonstration of CPR skills must be done in person. CPR certification must be current throughout the entire clinical course. Proof of certification may be requested by instructor prior to clinical orientation. Lack of current certification will result in the student missing clinical and may result in failure of the course. Lakeshore offers CPR courses on a regular basis. Students will be required to upload CPR information into Viewpoint. Viewpoint will validate the CPR status and communicate with students.

Health Requirements

While Lakeshore College does not require vaccinations, many of the College's clinical partners require that students who learn in their facilities are vaccinated against specific communicable diseases. Admission to the first clinical course is contingent upon completion and approval of health immunization records in Viewpoint. Students must open a Viewpoint account and upload all health information into Viewpoint. Viewpoint will validate the health information and update the student on their status. Health requirements must stay current throughout the duration of the program.

The following ongoing health requirements are required: All health requirements are subject to change per agencies:

1. Proof of a positive chickenpox titer (blood test)
2. Tdap booster in the last 10 years
3. Proof of two MMR vaccines or positive titers (Measles, Mumps and Rubella)
4. One step TB skin test or a TB blood test in the last year -Must be completed yearly for the duration of the program
5. Proof of Hepatitis B vaccine series or to have a signed declination on file
6. Proof of a current flu shot
7. Dental Exam Form

Dental Exam Form

Students must have a current Dental Exam Form completed prior to program acceptance. The form must be filled out within one year prior to the start of the dental assistant program. The Dental Exam Form needs to be uploaded to a student's Viewpoint account prior to the start of the semester.

Medical Restrictions

If you have any type of medical restrictions or change in health status during the course of your clinical experience, you **MUST** obtain a release from your health care provider that you can safely provide care in a clinical setting and that you can fulfill all of the technical standards. Submit a copy to your clinical instructor prior to being allowed entry into the clinical area.

Background Information Disclosure

The Wisconsin Acts 27 and 281 require all students completing an educational clinical requirement (any contact with patients or children with the student in a caregiver role) to have a caregiver background check. Lakeshore College is required to perform these background checks to ensure that students will be admitted into clinical facilities.

As part of the course enrollment process, each student is required to complete a Background Information Disclosure form in Viewpoint.

Lakeshore College's Self-Disclosure Requirements:

Your program acceptance is tentative until confirmation is received by the college from the Department of Justice on your background disclosure information. If a conviction is found, your program acceptance is tentative until review and approval by the clinical agencies. No clinical spot will be assigned until approval has been given. From the time you complete the Background Information Disclosure form until you graduate from or drop the program, you must report any new charges and convictions for felony, misdemeanor, or municipal ordinance violations to the **Dean of Health within one school day**. This investigation regarding charges and convictions may result in your suspension from clinical, which may delay or prevent your graduation from the program. In addition, your failure to report will result in your removal from the program. Background Information Disclosure Forms can be found online at <http://lakeshore.edu>.

Institutional Learning Outcomes

1. Communicates Effectively
 1. Utilize effective communication practices.
 2. Express ideas and information clearly.
 2. Demonstrates Critical Thinking
 1. Define problems clearly.
 2. Apply appropriate methods to solve problems.
 3. Works Collaboratively
 1. Contribute positively to team efforts.
 2. Apply resolution of conflicts constructively.
 4. Exhibits Respect of Individuality
 1. Demonstrate the respect of others' viewpoints.
 2. Promote inclusivity.
 5. Models Professionalism
 1. Exhibit behaviors consistent with workplace standards.
- Demonstrate personal accountability

Program Outcomes

1. Perform a variety of entry-level supportive dental procedures.
2. Manage infection and hazard control.
3. Produce diagnostic radiographs/digital images.
4. Perform basic laboratory procedures.
5. Demonstrate professional behaviors, ethics, and appearance.

Dental Assistant Class List

Term 1

Catalog No.	Class Title	Credit(s)
31508304	Dental Anatomy* ☐	2
31508307	Professionalism* ☐	1
10508103	Dental Radiography	2
10508113	Dental Materials	2
10508101	Dental Health Safety* ☐	1
31508338	Chairside Lecture*	2
31508339	Chairside Lab*	3
31508306	Dental Assistant Clinical	3

TOTAL 16 Credits

*CBE delivery only ☐ Part-time students take lecture and lab classes together. Full-time students take all classes in one semester

Program Information

Time Management

It is necessary to plan your time well and organize your resources as a dental assistant student. An average course will require three to four hours of didactic class time a week. Experts report that two to three hours of preparation for each hour of class is typically required to be successful at the college level. Skills Lab time will not show up on class schedules since practice and check-off time is scheduled by the student. Although time varies with each student's needs, it is anticipated that 12-15 hours a week in the Skills Lab is highly advised.

Monday Open Skills Lab – Chairside & Radiography

Wednesday Open Skills Lab – Materials & Chairside

Friday Open Skills Lab - Chairside & Radiography

Clinical Experience

Clinical experience is scheduled for the semester. Weeks 4-14, students are scheduled for one 8-hour day a week; week 15, students are scheduled four consecutive days at the clinical site.

With CBE hours student can communicate with clinical and clinical advisor to attain more clinical hours prior to week 15 or completion of program due to CBE. Student must have both clinical and clinical advisor approval before early completion of 120 clinical hours.

The program is affiliated with a number of offices and clinics for clinical experience. These affiliates are located in a variety of areas in the district. Every attempt is made to place students in a location of their choice. There may be times, however, when the clinical experience assignment may be some distance from the student's home. Flexibility of time and arrangements for transportation will be the responsibility of the student.

It is the responsibility of the students to notify their clinical site by **phone call only** and inform their instructor if they are unable to attend their scheduled clinical experience. In the event that the clinical site is closed or unavailable to answer the phone, the student must leave a voicemail and follow up once the site reopens. This follow-up should confirm the student's absence from the clinical rotation and include communication regarding arrangements to make up the missed clinical experience.

Students are not to be paid for their clinical hour retainment.

Specialty clinic rotation hours are offered but not required. These are observation hours only and can obtain up to four hours per specialty site. Specialty offices include pediatric, oral surgery, and orthodontics.

If a student is hired midsemester by a affiliated dental office with Lakeshore College, it may be possible to change clinical sites upon the Dean of Health and Human Services approval and in good standing with obtaining 120 clinical hours.

Skills Lab

The hub of activity for the dental assistant students is the Denal Clinic and Dental Materials Classroom. Times may vary upon Skills Lab Instructor communication of change. Students will be required to utilize Sign Up Genius to let the skills lab instructor know what skills competencies they will be practicing and competing prior to skills lab.

*Students need to sign up a minimum of 24 hours prior to skills lab.

Students are expected to come to their skills lab prepared for evaluations with prior time spent viewing videos, evaluations and reading course materials like textbook readings.

Equipment and Supplies

All necessary supplies and equipment are housed in the lab. Utilizing an “open-lab” concept, these materials are available for use at the students’ convenience. The skills lab is a vital part of the total learning experience; therefore attendance is required. The dental equipment/manikins/DXTRR’s are to be handled with extreme care and not abused in any way. If there is abuse noticed, there will be a 3-step process in place.

- The first offense the lab staff will write a progress report for the student involved.
- The second offense the student will be asked to leave the skills lab for the day.
- The third offense there will be a meeting between the lab staff, instructor and student which could result in dismissal from the course.

Required Supplies

1. Textbook: Modern Dental Assisting Ed. 15
2. Navy Blue Scrub
3. Navy, Black or white under scrub shirt
4. White, Black or Navy clinic/nursing shoes (No mesh or fabric) with heal. Shoes must be fluid resistant.

Expectations

Students are expected to spend time in the lab every week, practicing and checking off on skills. Learning in the lab is self-paced. Students are adults possessing time management skills and high degree of motivation necessary to be successful in pacing themselves according to requirements. Although the student has options in selection of day and times for practice and check off skills, on the average students should spend **12-15 hours** each week in the Skills Lab.

The faculty believes that the most meaningful learning takes place when the individual uses problem solving skills to work through clinical skills performance; therefore, formal skills demonstrations will not always be performed by staff in the Skills Lab. However, lab staff will be available to answer questions and facilitate the learning process as their schedules permit.

Skills Lab Policies & Responsibilities

Students may use the Skills Lab at any time during the hours they signed up for, provided a staff member is present.

Skills testing will be done on a first come first serve basis. Students are encouraged to get his/her name on the sign-up sheet as soon as he/she is ready to complete a skill. Students are not allowed to watch each other while completing a skills analysis.

Retake Requirements of Failed Courses

If a student is unsuccessful in Dental Assistant Clinical 31-508-306 and needs to repeat the course, the student must also repeat Dental Chairside 31-508-302.

AND/OR

If a student is unsuccessful in Dental Chairside 31-508-302 and needs to repeat the course, the student must also repeat Dental Assistant Clinical 31-508-306.

If the student is unsuccessful due to infection control issues, they must also repeat Dental Health Safety 10-508-101.

If a student is failing Chairside, that student will be removed from Clinical Site and will need to get the grade above 86% before returning.

If a student is unsuccessful a second time, they will be dropped from the program.

Readmission into the dental assistant program will be handled on an individual basis for students who receive a less than 86% or withdraw from two or more courses. Eligibility for readmission is determined after a meeting with the applicant, faculty, dean and program counselor. Requests for readmission are considered on a space-available basis.

A grade of 86% or higher is required for successful completion of all required courses. All courses must be successfully completed to graduate from the program.

Restricted Activities in the Skills Lab Area

Eating, drinking, smoking, applying cosmetics, applying lip balm, and handling contact lenses are prohibited in the dental clinic, or dental classroom lab setting due to a risk of occupation exposure to blood, saliva, body fluids or chemicals.

- Cell phones, Meta glasses, smartwatches or any other recording devices are prohibited in the dental clinic and must be left in the student locker area.
- Lab coats, gloves, mask, and goggles must be removed before leaving the skills lab area, or clinic operator.

Student Responsibility:

- Report damage, breakage, or malfunctioning of supplies or equipment.
- Students are responsible for bringing skills analysis forms with them. Staff will not provide additional copies.
- Some supplies, instruments or materials may be taken outside the lab after being checked out by a staff member.
- Return used supplies, instruments or materials to proper storage area before leaving, and leave the skills lab neat and clean.
- Coats and extra books are not allowed in the clinic area and should be kept in a locker or the book drop in dental student common space

Exam/Quiz & Skills Analysis/Check-off Grading Information-CBE

All exams and quizzes are highly advised to be completed each week in order to complete Skills Competency Assessments. All Skills Analysis/Check-offs must be completed at a 86% or higher to receive a passing grade for this course (see the amount of allowed retakes for each competencies). If you do not pass with a 86% or higher the first time you will need to repeat the Skills Analysis/Check-offs until a 86% or higher is attained. If retesting is required for a Skills Analysis/Check-Off, you will be given one week from the completion date to redo the skill. You will be required to practice the skill with a peer. Then you must perform the Skills Analysis/Check-off again and pass with a 86% or higher which includes any Critical Steps. Anytime a Skills Analysis/Check-off must be redone because a 86% or higher was not attained on the previous attempt, the highest grade attainable will be a 86%. If a Skills Analysis/Check-off is attempted more than 2-3 times (Skills Competencies will state on schedule and score sheet) to achieve a passing score a meeting between the student and instructor will take place to determine the next step. All Skills Analysis/Check-offs are due by the due date or you will be deducted 5% per clinic day after assigned due date. All Skills Analysis/Check-offs need to be completed at 86% or higher to receive a passing each course. Failure to pass a competency with an 86% with the amount attempts will result in a failure of the course. Course will be needed to retake in next semester in order to pass the Program.

Dental Radiography Requirements

During Dental Radiography, students will be required to expose one complete series of radiographs on each other and one Panoramic radiograph. Since this is a procedure requiring a prescription from a dentist, students will need to have this filled out at the time of their required dental exam prior to the start of the program.

Radiography Prescription will be required to receive radiation during dental radiography course. All jewelry from shoulder higher **will be required to be removed** prior to peer full mouth and Panorex image exposure.

Strict radiation health and safety procedures will be followed during skills lab procedures. Safety protocol will be covered during Dental Radiography class. If the safety protocol is not followed, there will be a 3 step process in place.

The first offense the lab staff will write a progress report for the student involved.

The second offense the student will be asked to leave the skills lab for the day.

The third offense there will be a meeting between the lab staff, instructor, dental program coordinator, dean and student which could result in dismissal from the course.

In the event that students are unable to serve as patients for one another, they are required to independently secure an alternative patient who is due for dental radiographs. The student must obtain a signed prescription from the patient's licensed dentist authorizing the necessary radiographic examinations. All required documentation must be submitted for review and approval prior to the performance of any radiographic procedures. Failure to meet these requirements may result in an inability to fulfill the course requirements for the Dental Radiography course.

Safe Practice

Safe practice is defined as the application of scientific principles in performing dental auxiliary duties. Care is provided in a reasonable and prudent manner, providing for the welfare and protection of the patient, clinical and office personnel. Safe practice implies that the student can demonstrate awareness of the potential effect of actions and decisions. Such actions and decisions shall not endanger the integrity of the patient, student and/or staff member or dental volunteer. If the Bloodborne Pathogens Standard is not followed properly the following steps will be taken:

- Violation # 1--The student will be verbally warned, along with putting initials on a short statement acknowledging that the verbal warning took place.

- Violation # 2--A written warning documenting the violation and the student signing this warning acknowledging the violation took place, documenting the plan of action to prevent this sort of thing from occurring again.
- Violation # 3--The student is dismissed from clinic for that day, will need to prepare a 2 page paper on the importance of proper infection control and can return to the clinic the next clinic day.
- Violation # 4—Staff members will decide the course of action, such as but not limited to
 - Student dropping to part-time status and retaking Dental Health & Safety
 - Dropping the student from the Dental Assistant program completely

In addition to the violation process a student can be dismissed immediately from the Lakeshore College clinic or the Clinical Site anytime the Lakeshore College staff member, Clinical Site mentor or Dentist determines the actions of the student constitutes a regression in providing and applying the principles of sterile and aseptic technique, radiation health and safety, and deems the behavior a direct threat to the safety and welfare of the patient, fellow student and/or staff.

Part time/Full time status

Students enrolled as part-time will complete the following courses in the first semester:

- 31-508-302 Dental and General Anatomy
- 31-508-307 Dental Assistant Professionalism

And the following courses in the second semester

- 10-508-101 Dental Health Safety/Lab
- 10-508-103 Dental Radiography/Lab
- 10-508-113 Dental Materials/Lab
- 31-508-302 Dental Chairside/Lab
- 31-508-306 Dental Assistant Clinical

Whether a student is enrolled as a part-time or full-time student, the entire program requirements must be met within 1 ½ years. If not, the student must petition to re-enroll into the program and complete enrollment steps.

Clinical Experience Evaluation

Satisfactory achievement is required to pass each course. Unsatisfactory clinical achievement implies failure to meet the clinical objectives and thus means course failure.

The program reserves the right to adjust clinical sites based on student, or clinical site needs.

In the event that a clinical site would refuse a student from returning to the clinical site to complete their rotation for unsatisfactory performance, unprofessional/unethical behavior, or any other reason results in the student failing dental assistant clinical course.

Failure to complete clinical course will result in student needing to retake all lab portions of the dental assistant program.

Readmission

Readmission into the dental assistant program will be handled on an individual basis for students who receive a less than 86% or withdraw from two or more courses. Eligibility for readmission is determined after a meeting with the applicant, faculty, dean and program counselor. Requests for readmission are considered on a space-available basis.

A grade of 86% or higher is required for successful completion of all required courses. All courses must be successfully completed to graduate from the program.

Technical Skills Attainment (TSA)

The dental assistant program at Lakeshore College utilizes hands-on skills analysis in lab to assess program outcomes and performance standards. Written exams are also used to assess outcomes and standards in didactic courses. The TSA Assessment tool is used during the final week of the semester while the students are in their final days of clinical. The Lakeshore College faculty collects data by observation and feedback from the clinical site to complete the TSA Assessment

Students are given feedback on all assessments during the semester in a timely manner. The Skills Competency Assessment Tool is utilized at the end of the semester for data collection. The Skills Competency Assessment Tool is completed based on information included in the Clinic Manual that goes out to the mentors at the dental clinical sites. The mentors as well as the faculty will utilize this tool to complete the TSA Assessment. Students will be given their results/feedback of the TSA at the end of their last clinical week on the final day of the semester when they meet with faculty.

Certification Exam

Graduates of the Dental Assistant Program can become certified by passing an examination that evaluates their knowledge. The examination is administered by the Dental Assistant National Board, Inc. (DANB). Certification assures the dentist-employer that the dental assistant is prepared to assist competently in the provision of dental care.

Graduates are eligible to apply for two of the three sections of the exam, Radiography and Infection Control. The third section of the exam, Chairside, requires two years of chairside experience.

Occupational Clinical Risk/ Infection Control

Students must adhere to prescribed safety measures and follow standard precautions whether working with patients and or with blood and body fluids either in the school clinic or in the actual clinical setting. Faculty cannot assume the responsibility for assigning students to work with blood or body fluids that are free from communicable diseases such as AIDS or Hepatitis. It is the responsibility of the student to work safely and take the proper safety precautions to minimize exposure to such diseases. Lakeshore College, its faculty, or clinical agencies will not be held liable for accidents, injuries, or infections incurred by students during their course of study.

Infectious Disease Risk

Students may be exposed to potentially infectious materials including blood, saliva, and other bodily fluids. There is always a risk that students may treat patients that have known or unknown medical diagnosis of disease such as HIV/AIDS, or Hepatitis.

Insurance

Students will have professional liability insurance provided by the college. This insurance provides protection for the student while functioning as a dental assistant student. For further information contact the program director.

Radiation Badge Monitoring

Students can request a dosimetry badge. All pregnant women will be required to wear a badge while in the clinical setting. Badges are required to be worn during clinical courses and kept at Lakeshore College. Results will be shared with students and a record will be kept with the program coordinator.

Program Expectations

Professional Expectations

Students are expected to conduct themselves in a manner consistent with the standards governing the Dental Student Conduct Code in the Lakeshore College Student Handbook. Dental Hygiene Students will:

- Show respect toward another.
- Cause another to feel valued.
- Contribute to mutual respect, effective communication, and team collaboration.

All students are expected to conduct themselves, both inside and outside of the school in a civil manner and to comply with the requirements of the following standards of professionalism. Failure to comply with any of the following items or other policies in this handbook may result in a conference with the Associate Dean or his/her designee to discuss the difficulty.

Consequences for violation of these guidelines may include, but are not limited to reprimand, loss of course credit for specific assignment, failing grade, suspension, or dismissal from the program. The following is a description of the general academic and professional responsibilities of a dental hygiene student:

1. Attentiveness – Students are required to regularly attend class and be on time and not leave early. The student should be alert during class/lab/clinical and demonstrate attentiveness.
2. Demeanor – The student has a positive, open attitude toward peers and faculty. The student functions in a supportive and constructive fashion in group situations and makes good use of feedback and evaluation.
3. Maturity – The student functions as a responsible, ethical, law-abiding adult.
4. Cooperation – The student demonstrates his/her ability to work effectively in large and small groups and with other members of the health team, giving and accepting freely in the interchange of information.
5. Personal Appearance – The student's personal hygiene and dress reflect the high standards of the dental profession.
6. Moral and Ethical Standards – The student respects the rights and privacy of other individuals and is knowledgeable and compliant with applicable professional code of ethics.
7. Academic Integrity – The student completes academic work honestly and in accordance with instructions. Plagiarism, unauthorized work sharing, use of unauthorized devices or reference materials are examples of violating the professional standards.

Examples of uncivil behavior which may form the basis for sanctions, including dismissal from the program, include but are not limited to:

- Demeaning, belittling or harassing others.
- Gossiping about or damaging a classmate/instructor's or clinical site employee's reputation.
- Habitually interrupting instruction.
- Lack of attention to instruction or school communications.
- Sending emails or posting information online or via social media that is inflammatory in nature.
- Yelling or screaming at instructors, peers, or clinical staff.
- Habitually arriving late to class or leaving early before class end.
- Knowingly withholding information needed by a peer, preceptor, instructor, or clinical staff.
- Deliberately discounting or ignoring input from instructors/faculty or preceptors regarding classroom and/or clinical performance or professional conduct.
- Not sharing credit for collaborative work or not completing an equitable share of collaborative work assigned.
- Threatening others, including physical threats and intimidation, verbal/nonverbal threats, and implied threats of any kind of harm.

- Inappropriate displays of temper.
- Use of unauthorized technology or unauthorized materials during examinations or completion of assignments.
- Breaking equipment without notifying the appropriate staff/faculty or preceptor.
- Rudeness that escalates into threatened or actual violence or threat of violence against any other person.
- Using inappropriate language.
- Inappropriate use of equipment or electronics.
- Disclosing protected patient information without consent.

Attendance

If there are extenuating circumstances, **one** absence may be able to be made up. Note that **two tardies will count as one absence**. In the case of an emergency absence, the student must notify their instructor before the scheduled session and may be expected to provide documentation to explain their absence.

*** If you need to miss a clinical the clinical site must be informed via a phone call and instructor must be notified by phone and or email. For your own protection, make sure you ask the name of the person you leave a message with and note the time that you called them.**

Two or more absences without documentation (example: doctors excuse) will be a failure of the course that the absence occurred in.

Standards of Safe Care

In addition to civility standards, dental assistant students are expected to comply with safe patient care standards at all times. Failure to comply with any element of safe care standards will result in disciplinary action, up to and including immediate dismissal from the program. All students shall comply with the following standards:

1. A student shall, in a complete, accurate and timely manner, report and document professional assessments or observations, the care provided by the student for the client and the client's response to that care.
2. A student shall immediately and in an accurate manner report to the appropriate practitioner and instructor any errors in or deviations from the current valid order.
3. A student shall not falsify any client record, or any other document prepared or utilized in the course of or in connection with dental practice.
4. A student shall implement measures to promote a safe environment for each client, dentist, and faculty.
5. A student shall delineate, establish, and maintain professional boundaries with each client.

6. At all times when a student is providing direct care to a client the students shall:
 - a. Provide privacy during examination or treatment and in the care of personal or bodily needs.
 - b. Treat each client with courtesy, respect, and with full recognition of dignity and individuality.
 - c. Practice within the appropriate scope of practice set forth by the regulatory and licensing entities.
 - d. use universal blood and body fluid precautions.
 - e. A student shall not engage in behavior that causes or may cause physical, verbal, mental or emotional abuse to a client.
 - f. not misappropriate a client's property.
 - g. engage in behavior to seek or obtain personal gain at the client's expense.
 - h. engage in behavior that constitutes inappropriate involvement in the client's personal relationships.
7. A student shall not self-administer or otherwise take into the body any controlled substance or prescription in any way not in accordance with legal, valid prescription issued for the student. Students enrolled in clinical courses are expected to report any ingestion of prescription medications that may alter the student's perception, thinking, judgment, physical coordination or dexterity including any and all narcotics to the assigned faculty or preceptor prior to participating in a clinical experience.
8. A student shall not use chemical substances or alcohol that impairs ability to practice prior to participating in a clinical experience.
9. Students may be dismissed from the course, and potentially the program in situations where a clinical site refuses a student from returning to complete their rotation.
10. Students may be dismissed from the clinical if they are perceived to be emitting any strong odor including perspiration, perfume, aftershave, tobacco, or alcohol.

Students who breach the standards of civility or standards of safe care will be subject to disciplinary action or may be immediately dismissed from the course and/or program. The status of dismissal is at the discretion of and determined by the Dental Program Coordinator or Dean of Health Services. Disciplinary sanctions may include but are not limited to academic warning, behavioral contracts, suspension, course failure, and/or removal from the program. A student who is dismissed from the dental assistant program due to violation of safety and/or professional standards is not eligible to apply for readmission to the dental assistant program.

Academic Integrity

As an academic community, it is fundamental that every member of the college, including students, be responsible for upholding the highest standards of honesty and integrity. Activities that have the effect or intention of interfering with the institution's mission, its educational

programs, the pursuit of knowledge, or the fair evaluation of a student's performance are prohibited. Examples of violating the academic integrity code include, but are not limited to:

- Copying from another student during an exam
- Copying work from another student and representing it as your own.
- Using unauthorized study aids in an exam (unauthorized notes or use of information)
- Accessing unauthorized web sites to study for exams (test bank web sites)
- Unauthorized use of handheld technology in the classroom or clinical setting
- Copying, removing, or attempting to remove exam items or notes about an exam
- Getting help from someone who already took a test in answering/reviewing test questions or test content
- Sharing test information/content to another student after taking a test
- Falsifying or fabricating clinical, classroom data or completion of assignments
- Plagiarism (copying or paraphrasing from a book, article, or internet source and not giving credit to the source)
- Dishonesty about academic performance
- Lying about having completed assignments or having completed assignments on time. Lying about/falsifying clinical or classroom data.
- Failing to immediately report clinical errors or omissions so that corrective action can be taken.
- Knowingly helping or attempting to help another violate any provision of this code (e.g., working together on a take-home exam).
- Attempting to gain unauthorized advantage over fellow students in an academic exercise (e.g., gaining or providing unauthorized access to examination materials; obstructing or interfering with another student's efforts in an academic exercise; lying about a need for an extension for an exam or paper; continuing to write, even when time is up, during an exam; or destroying or keeping library materials for one's own use).
- Theft of or damage to college property or personal property.

Violations

The Dental Program Coordinator and faculty member will review all instances of students who have violated the academic integrity code. They may formally initiate a hearing through the Health and Human Services Dean and Student Services Office designee. The following consequences will affect students who have been found to have violated academic integrity:

1. The first violation of the academic integrity codes will result in a "0" on the assignment or related competency and a letter of concern in the student's file.
2. The second violation of the academic integrity code will result in failing the course and a letter of concern in the student's file.

3. The third violation of the academic integrity codes will result in removing the student from the dental assistant program.

Transportation to Clinical Sites

The dental assisting program may use a variety of clinical facilities for student learning experiences. The facilities may be located in various areas of the community and require students to provide transportation to and from the facility. Students are responsible for their transportation to and from dental clinics for clinical experiences. Under no circumstances are students allowed to transport patients/clients in their private vehicles.

Clinical Dress Code

Uniforms will be clean, odor-free, and be loose enough to allow students to engage in full activities and movement (including bending and reaching) while still maintaining modesty. If a student's appearance does not meet the requirements of the dress code or is judged as inappropriate by the instructor, the student will not be allowed entrance into the clinical area for that day and will be required to make-up the clinical time in simulation.

Be aware that clinical agency's dress code policies may be more restrictive than Lakeshore's dental program dress code policy. The policy that is the most restrictive is the one that will be enforced.

1. UNIFORMS ARE TO BE FRESHLY LAUNDERED EACH DAY YOU ARE IN A CLINICAL SETTING. If you have consecutive clinical days, you are required to wash your uniform prior to wearing it on the second day. HIGHLY RECOMMENDED home-laundering method: A hot-water wash cycle (ideally with color-safe bleach) followed by a cycle in the dryer is preferable. Rationale: A combination of washing at higher temperatures and tumble drying or ironing has been associated with elimination of both pathogenic gram-positive and gram-negative bacteria.
2. Any style of clean, black, navy or white leather or leather-type shoes may be worn. Canvas, mesh, or cloth shoes are not allowed. Platform shoes, open-toe shoes, or open-heel shoes with or without a strap are not allowed.
3. Student clinical badges are part of the uniform and must be worn when the student is in the clinical area. They must be clearly visible, located below either shoulder. Clinical badges are obtained through Student Services. Students will be charged for replacement clinical badges.
4. Nails will be clean and will not exceed the length of the fingertips. **No artificial fingernails are allowed. Removal will be enforced prior to returning to the clinical setting at the Lakeshore Dental College Clinic or Clinical rotation site.**
5. Tattoos that are visible and not covered by the uniform must not be offensive or contradictory to the college or clinical agency's mission. Tattoos that are visible and

offensive or do not align with the mission may be cause for denial to practice in the clinical setting.

6. Only the following jewelry may be worn:
 - a. Pierced earrings will be small, unobtrusive posts--no multiple-pierced earrings, no dangling jewelry; only 1 will be allowed in each ear lobe. No nose rings, eyebrow rings, or tongue studs, etc., will be allowed.
7. Ear gauges will need to be approved by the student's affiliating clinical facility. If it does not fit with that facility's dress code, it may be cause for denial to practice in the clinical setting.
8. A wristband activity monitor may be worn. All alarm functions must be silenced.
9. Hair longer than the top of the collar must be pulled back and styled to prevent interference with client care. Use no extreme hairstyles, colors, or hair ornaments. Natural colored hair dyes are acceptable. Colors of pink, blue or orange, etc. are not allowed.
10. Minimal use of cosmetics will be allowed.
11. Perfumes and colognes must be avoided, as well as other strong scents such as smoke.
12. No gum chewing in clinic settings.
13. Students may wear appropriate medical/surgical or religiously prescribed head coverings. These must be in a solid black or white color. If the color is a concern due to cultural values or beliefs, please bring this to the clinical instructor's attention for further discussion.
14. Wearing rings on fingers is not permitted.

Uniform Guidelines

Any **navy blue** uniform-style top and black uniform-style pants/skirt may be chosen with the following stipulations:

- Style – scrubs, dress, or top and skirt may be worn. Tee shirts are not acceptable as a top. Capri styled pants or lace will not be permitted. No open skin can be shown on legs or arms.
- Sweaters will be black and clean. Sweaters will not be worn when giving direct client care.
- Scrubs or tops will not have words printed on them.
- Skirt or dress length – minimum length of all skirts and dresses is below the knee.
- Pant length will be at the top of the shoe. Pants will not touch the floor.
- Waist bands will hit the waist level at all times.
- Sleeve length – all uniform tops and dresses must have sleeves. The length shall not exceed $\frac{3}{4}$ length.
- Undergarments – a full-length white or black slip will be worn with dress style uniforms. The undergarment must be clean and fit properly.

- Shirts worn under the scrub top must be plain and colors of navy, white or black.
- Stockings – full-length stockings are required for skirt-style uniforms. Stocking color may be shades of beige.
- Socks – plain black or white over-the-ankle socks are to be worn with scrub style uniforms.
- All facial hair must be neatly trimmed or clean-shaven. Beards may need to be covered.
- Students must wear their student Lakeshore College ID badge when in the clinic, clinical rotation setting or classroom setting.
- Clean white, black or navy clinic/nursing shoes, or healthcare crocs without holes and heel covered are acceptable. No mesh or cloth shoes will be allowed. Wear outside shoes to skills lab and then students will be required to change into your skills lab/healthcare provider shoes in the Lakeshore College dental clinic area.

Students may be assigned to community settings, health expos, health fairs, or come to the clinical agency for non-patient care related activities. The student may be allowed to wear non-uniform personal attire. The students are reminded that they continue to represent Lakeshore and the dental profession and should dress in a professional manner. Guidelines for dress are below, but are not all inclusive:

- Clothes should be clean and neatly pressed.
- Wear Lakeshore name badge.
- Denims, jeans, shorts, and athletic, open-toed shoes are not acceptable.
- Skirts or dresses should be knee length or below.
- Clothing should be appropriate to the setting the student is assigned to attend.

On campus, students continue to be a representative of the dental assistant program and the dental profession. Students are encouraged to dress accordingly. In adherence with recommended asepsis precautions, students must change from uniform jacket before returning to campus for classes, after clinical hour, or whether coming from clinical or from work. When doing any simulations, or open practice clinic time students are expected to dress as they would for a clinical course and change lab jackets before attending any other classes.

Student Success

Lakeshore College offers a variety of support services to help students succeed in their program of study including advising, counseling, tutoring, and supplemental instruction and accommodation services. In addition, there are many college services available to students.

Listed below are a few of the services dental hygiene students may use. Complete details may be found in the Lakeshore Student Handbook located in this link:

<https://lakeshore.edu/currentstudents/academic-resources>.

Change of Address/Phone Numbers

To facilitate communication and ensure receipt of grades and important notifications, students should notify instructor and student services immediately upon change of address, name, or phone number. Addresses and phone number updates can be made through the student's My lakeshore Student Center. Name changes must be completed in-person at Student Services.

Support Services

If you are experiencing academic difficulty and/or are facing challenges in your college experience, you will be connected to college support services using a referral through Navigate. Navigate is Lakeshore's student success management system that connects students to staff, advisors, faculty, and campus resources. Services like academic, financial, and personal support will be offered. Students will be expected to follow through on accessing the supports provided to maintain success.

Academic Support & Tutoring

Lakeshore's Academic Support and Tutoring Center offers one-on-one tutoring and small-group study sessions to help students who are having difficulty meeting the academic competencies for a specific course. For more information, log into your [MyLAKESHORE](https://myapps.microsoft.com) account (<https://myapps.microsoft.com>). Click on the Current Students tile. Click on the Academic Resources drop-down and select [Academic Support & Tutoring](#).

Tutor.com is a free online tutoring service that is also available to support all students 24/7 and can be accessed directly from within your Blackboard course. You may also log into Blackboard, click on Academic Support, then Tutor.com to access this service. If unable to access, please contact Academic Support.

Academic Support for English Language Learners

Taking college classes at Lakeshore can be challenging if English is not your first language. Academic Support can help with completing homework assignments, studying for tests, understanding difficult reading, editing a paper, practicing for a presentation, or anything else you need. For more information, please contact Educational Support Services at 920-693-1120 (TTY 711) or EducationalSupport@lakeshore.edu.

Accommodation Services

Accommodation Services partners with students and their instructors to develop accommodation plans that ensure equal access to participation in programs, services, and activities. These plans are voluntary, confidential, and outcome neutral.

- STUDENTS WITH DISABILITIES may be eligible for Accommodations based on the Americans with Disabilities Act of 1990 and Section 504e of the Rehabilitation Act of 1973.
- STUDENTS WHO ARE PREGNANT OR PARENTING may be eligible for accommodations based on Title IX of the Educational Amendments of 1972.

Go to the [Accommodation Services Webpage](#) to get started or contact Accommodation Services at 920.693.1120 (TTY 711) or as@lakeshore.edu.

Course Drop/Transfer

Students are responsible for officially dropping or withdrawing from class(es). Stopping attendance in class does not constitute withdrawing. Students may drop a class by logging into their MyLakeshore account and dropping the class(es) themselves or submitting a student add/drop form also located in MyLakeshore. *Note: Dropping classes may impact the refund period, financial aid, or educational progress.* View the [Student Handbook: Academics – Class Additions, Transfers, & Withdrawals/Drops](#) for more information.

Non-Discrimination

Lakeshore strives to maintain a learning and working community where students and employees are treated with respect and dignity, free from discrimination and harassment.

For more information or to report an incident of discrimination or harassment that involves a Lakeshore student, faculty, or staff member go to [Complaint/Concern Process Webpage](#).

Lakeshore College does not discriminate against protected classes, including but not limited to race, color, national origin, religion, sex, or gender – including sexual orientation, gender identity, gender expression, disability or age in employment, admissions, or its programs or activities. To handle inquiries regarding Lakeshore's nondiscrimination policies, contact the Vice President of Student Success for students 920.693.1858, tanya.boman@lakeshore.edu or the Executive Director of Human Resources for staff/others 920.693.1139, Marissa.Holst@lakeshore.edu. Lakeshore College, 1290 North Avenue, Cleveland, WI 53015. TTY 711 [Equal Opportunity Statement | Lakeshore](#).

Student Conduct Code

Lakeshore College is an academic community that maintains high standards of instruction and provides a safe campus for all people utilizing its programs and services. As a learning organization, Lakeshore monitors student conduct, encourages positive behaviors, and requires academic integrity in support of a positive teaching and learning environment.

Students are expected to maintain appropriate behavior when attending college classes and activities. If actions become disruptive to the classroom and/or to other learners, the individual(s) may be requested to leave the class or event. This includes behavior that may be disorderly, profane, unreasonably loud, indecent, or violent. Additionally, the incident may be referred to the student conduct officer for possible academic sanctions, if applicable and warranted.

For detailed Student Conduct Code policy and procedure information, including sanctions and violation procedures, please see the [Student Handbook: Student Rights and Responsibilities policy](http://globaldatebooksonline.com/flipbooks/lakeshore/#p=1). (<http://globaldatebooksonline.com/flipbooks/lakeshore/#p=1>).

Title IX Statement

Title IX of the Education Amendments of 1972 is a federal sex law governing how educational institutions receiving federal funds respond to allegations of sex discrimination, including sex-based harassment and unlawful harassment. Title IX applies to the entire college community including students and employees.

The College is committed to helping create a safe and open learning environment for all students. If you have experienced any form of sex-based harassment such as quid pro quo, hostile environment harassment, sexual assault, dating violence, domestic violence, and/or stalking and sexual exploitation, know help and support are available. The College strongly encourages all members of the community to act, seek support, and report incidents to the Title IX Deputy Coordinator. Under Title IX, all Lakeshore employees are required to disclose information about such harassment to the Title IX Deputy Coordinator. Complaints can be made to the Title IX Deputy Coordinator, chou.yang@lakeshore.edu / 920-693-1733.

For more information about reporting options and resources, go to [Safety and Security | lakeshore](https://lakeshore.edu/safety-security) (<https://lakeshore.edu/safety-security>) and [Title IX Sexual Harassment Policies and Resources | Lakeshore College](https://lakeshore.edu/about/title-ix) <https://lakeshore.edu/about/title-ix>).

In case of an emergency, please call 911.

Technical Standards

The American with Disabilities Act (ADA) of 1990 (42 U.S.C & 12101. et seq), the ADA Amendment Act of 2008, and Section 504e of the Rehabilitation Act of 1973 (29 U.S.C & 794), prohibits discrimination of persons because of disability.

The purpose of this document is to provide information pertaining to the Technical Standards representative of those found in the profession.

Please note that you are provided with the opportunity to individually discuss these technical standards with an Advisor or other college representative. Accommodation is available for students with documented disabilities through the Accommodation Services Office. For more information related to the accommodations process, please visit: <http://www.lakeshore.edu/as> In order to determine eligibility and to receive services, students must submit documentation. In

general, documentation should be from within five (5) years of the date of request for services or admission to Lakeshore College. An Individual Education Plan (IEP) alone will not necessarily be sufficient documentation for determining eligibility, depending upon the IEP content and identified disability. Documentation must include:

- Diagnosis and resulting limitations as determined by a qualified professional
- Limitations significantly limit at least one major life activity in an educational setting
- Ex: mobility, vision, hearing, seeing, learning, etc.

A request for accommodation(s) should be made as soon as possible.

Students enrolled in the dental program should be able to meet the established technical standards identified below. The technical standard for the dental programs is reflective of those found in the dental program, profession.

- Ability to detect and respond to emergencies
 - Ex
 - Working with caustic chemicals
 - Working with equipment that produces radiation, flame, or vibration
- Students must have sufficient endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures
 - Detect odors, such as gases
- Depth perception, detect and identify differentiation of color
- Students must have sufficient sensory (auditory, visual, smell, tactical) ability
 - Ex:
 - Ability to complete client assessments
 - Ability to detect environmental necessities

Use of Handheld Technology and Social Media

To maintain an effective learning environment you are required to silence all electronic equipment such as cell phones or tablets during clinical rotations. The use of electronic devices (including Smart Watches, Recording/computer glasses) will not be allowed during any clinical session unless specifically directed by the instructor.

In addition, students are responsible to maintain client confidentiality. Posting patient/resident information or pictures on social media such as Facebook, Twitter, YouTube is a violation of confidentiality and would be cause for removal from the clinical setting and dismissal from the program. Texting, checking e-mails, or accessing the internet during any lab or clinical time, outside of scheduled class breaks, is not allowed.

Outside of Class Work

An average course will require two to six hours of theory attendance per week. Anticipate two to three hours of preparation for every hour of class to be successful at the college level. Additional time for practicing in the Lab and practice clinic time will not show up on class schedules since

portions of practice are scheduled by the student. Time varies with each student's needs and course requirements.

- Avoid heavy work schedules and social commitments.
- Study with your peers.
- Study own references; do not depend on notes from others.
- Have a special place to write down each class and clinical assignment or requirement so that you don't miss something - using your Lakeshore College planner may be helpful.
- Prepare well for clinical, including practice in the Skills Lab.
- Ask for help right away; do not be afraid to ask (or ask too late).
- Accept the grades you get.
- Communicate with your instructor.
- Use your program counselor for questions or guidance.

Outside Employment Recommendations

Research demonstrates delayed responses on the part of health care staff experiencing fatigue due to lack of adequate sleep. In the interest of patient safety and optimal learning, we advise that students not work more than 12 hours at a place of employment and your program clinical courses (combined) within any 24-hour period. Students will not be allowed to practice in clinical that is scheduled on a day shift after working outside employment on the night shift. Successful students balance work, school, family, and self, making sure they maintain adequate time for theory and clinical requirements.

Technical Help

If you have technical issues with your computer or are having difficulty logging in, please contact our Help Desk at 920.693.1767 for priority response such as password resets. For non-emergent assistance, you can contact the Help Desk email lakeshorehelpdesk@lakeshore.edu. If you have technical problems that may result in your not being able to meet one of the course criteria (e.g., unable to upload an assignment or unable to log on to the discussion board) please contact your instructor via email.

If you need Blackboard assistance, help is available to assist you with Blackboard navigation, submitting assignments, and the use of other Blackboard related technologies by calling 920-693-1654. In person: Stop in the Student Resource Center and ask for help. If you need immediate help, please contact the Lakeshore College Help Desk.

Academic Support and Tutoring Services - Cleveland

The Student Resource Center is located on the first floor of the Lakeshore Building near the

Library. This area provides services to assist students with study skills, test-taking skills, math/dosage calculation, reading, English, chemistry, and other general education courses. Online resources are also available on the Lakeshore website under Current Students, scroll to Academic Resources, and click on Academic Support & Tutoring.

eCampus Bookstore

Students can rent and/or purchase new, used and digital textbooks as well as purchase their required course packets and supplies via eCampus.com.

Lakeshore College Library

The library has a broad selection of resources to support the training and education of dental hygiene students. This includes print and electronic books, professional journals, evidence-based medical databases, citation software, and reference librarians to instruct and assist with student research assignments. You may access library resources from home, clinical sites, dental clinic skills labs and anywhere with Internet access. When off campus, some library resources will ask you to login to verify that you are a Lakeshore College student. We encourage students to contact Library staff by email, chat, or phone for assistance.

The library has small study rooms that may be reserved and many computers for use while in the library. They also have technology such as laptops, hot spots, I-pads, Nooks, and Kindles that may be checked out to students.

Peer Tutoring

Peer tutoring in dental assistant courses is also coordinated through the Student Resource Center. To request a peer tutor, please complete the online request form via the Lakeshore website under Current Students, scroll to Academic Resources, and click on Academic Support & Tutoring. Scroll down to the Peer Tutoring area.

Student Advising

Program counselors intend to guide and advise students throughout their program. Counselors are most effective when students maintain contact. Students may make an appointment to see the dental assistant program counselor or may contact the counselor during walk-in hours.

Students are expected to contact the counselor at the following times:

- Each semester for educational/course planning.
- In cases of academic/course failure and/or withdrawals.
- With changes in progression plan.
- As a resource for questions regarding the dental hygiene program.

Student Counseling

A mental health counselor is available as a support to students with personal or mental health issues such as stress, anxiety, difficulty outside of school, test taking strategies, etc.

For more information or to make an appointment, check out our web page at www.lakeshore.edu, click on Current Students, scroll down to Personal Support, and click on

Counseling Services. There is a link to access 24/7 mental health counseling services.

Graduation

As a candidate for the dental assisting technical diploma from Lakeshore College, you will be an important participant in graduation ceremony. This ceremony is a special recognition of your scholastic achievements at Lakeshore College. It is a formal cap and gown ceremony, and all December or May graduates are encouraged to take part. The commencement ceremony is held the last week of school. You will be notified when to purchase your cap and gown and of the other ceremony details. It is necessary to petition to graduate by filling out a graduation application in order to be considered a candidate for graduation and receive notifications. Graduation |lakeshore.

Confidentiality

Protecting the privacy of information is referred to as “confidentiality” and is an important part of how health care is delivered to the people in communities we interact with. As required by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), all health care providers and caregivers must protect the patients’ medical records and other health information. Patients can expect that steps are taken to ensure communication about them is kept confidential.

Each dental facility and Lakeshore Dental Clinic have established policies and procedures to protect the confidentiality of protected health information (PHI) about their patients. Some examples are Name, date of birth, phone number and address, insurance and social security numbers, medical history.

Healthcare workers and dental assisting students can protect privacy by following the “need to know” rule which states, “Use only the minimum necessary information needed to do your job”. Students can share healthcare information only with person(s) identified by the client.

Any violation of client confidentiality is a breach of dental ethics, a violation of state and federal law and will result in disciplinary action up to and including dismissal from the dental program.

Lakeshore College Program Handbook Acknowledgement for the:
Dental Assisting Program

As a student taking courses in the Dental Assisting Program, you are required to follow and abide by the requirements and expectations in this Student Handbook. By signing the electronic acknowledgement accessed at the link below, the student confirms that they have read, understood, and agree to adhere to the standards, policies, and procedures outlined in the Program Handbook.

Program Handbook Acknowledgement Link:

<https://dynamicforms.ngwebsolutions.com/Submit/Start/8495907b-e947-4adc-9d3c-f03266570e5b>